

**OFFICE OF THE GENERAL COUNSEL
Division of Operations-Management**

MEMORANDUM OM 10-26

December 23, 2009

TO: All Regional Directors, Officers-in-Charge,
and Resident Officers

FROM: Richard A. Siegel, Associate General Counsel

SUBJECT: Comprehensive Report of the Quality Committee

One of the General Counsel's top priorities is that case processing in the Field be conducted consistent with the highest quality standards. Pursuant to this goal, the Field Quality Committee was formed in FY 2004 and continues to assess the quality of casehandling work in the Field and make recommendations based upon its findings.

The Committee, composed of 10 Field managers and 2 representatives of the Division of Operations-Management, recently completed a careful review of issues identified in case processing during the FY 2008 quality review process. Because many of the same issues appeared over the years, the Quality Committee prepared a comprehensive report pulling together recommendations from prior years and creating a report that will obviate the need to review prior Quality Committee reports on the quality review process. This comprehensive report will be a useful reference for the field. To facilitate its use, there is a detailed table of contents. A user of this memorandum in electronic form can click on the subject area of interest and go directly to that section of the report. There are three new areas in the report that had not been a part of prior reports:

- 1) the importance of maintaining the appearance of neutrality (pages 10-11);
- 2) interviewing witnesses of a charged party who refuses to allow the taking of Board affidavits (pages 13-14); and
- 3) improper retention of the showing of interest in the file (page 49).

I urge all Regional managers and supervisors to review the new sections of the report and make these sections the subject of discussion at an upcoming staff meeting. I also recommend that managers and supervisors encourage employees to utilize this report as a reference for maintaining high quality casehandling. A copy of this report should be provided to new Board agents to assist them in developing good work habits.

I want to take this opportunity to thank the twelve members of the Quality Committee for their excellent work on this important project.

If you have any questions regarding this memorandum, please contact your Assistant General Counsel or Deputy or the undersigned.

/s/

R.A.S.

Attachment

cc: NLRBU

Release to the Public

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